



American Ring Return Policy

This document establishes the general procurement return policy issued to the customer (Buyer) in regards to all shipments per quotes/contracts issued by American Ring (Seller).

The issuance of a Return Material Authorization (RMA) will be considered under the following guidelines:

- All returns must be pre-approved with an RMA number issued by American Ring.
- All returns must be received in the original American Ring packaging, with labels intact, bags heat sealed closed, and boxes packaging taped shut.
 - Partial or open boxes will only be credited when related to Quality issues
 - If parts are repackaged and returned in a way where traceability is lost, no credit will be issued, and parts will be scrapped at customer's expense.
- American Ring must receive returned items within 30 days of the issuance of the approved RMA.
- All parts must be returned in a single shipment unless mutually agreed upon between the customer and American Ring.
- Credit will be applied to the invoice referenced on the RMA or to a future order. No cash payments will be made.
- American Ring will pay incoming and outgoing freight if found to be at fault. Additionally, no restocking fee will be charged.
- The customer will pay incoming and outgoing freight, as well as a restocking fee if deemed to be responsible for return.
- **Custom / Special Items are non-cancelable and non-returnable**

Days from shipment	Restocking Rate
0 - 30	20 %
31 - 120	30 %
121 +	As Negotiated